



DECLARATION, POWER OF ATTORNEY AND PETITION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled "**Table Driven Call Distribution System For Local And Remote Agents**" the specification of which

- (check one) is attached hereto
 was filed on Sepetember 1, 1999 as Application Serial No.09/387,938
and was amended on _____ (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, § 1.56(a).

I hereby claim foreign priority benefits under Title 35, United States Code, § 119 of any foreign application(s) or U.S. provisional application(s) for patent or inventor's certificate listed below and have also identified below any foreign application or U.S. provisional application(s) for patent or inventor's certificate having a filing date before that of the application of which priority is claimed.

Prior Foreign/U.S. Provisional Application(s)

			Priority Claimed	
(Number)	(Country)	(Day, month, year filed)	Yes	No
(Number)	(Country)	(Day, month, year filed)	Yes	No
(Number)	(Country)	(Day, month, year filed)	Yes	No

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, § 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

09/372,666 (Application Serial No.)	August 11, 1999 Filing Date	Pending (Status: Patented, pending, abandoned)
(Application Serial No.)	Filing Date	(Status: Patented, pending, abandoned)

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

And I hereby appoint W. POMS, Reg. 18,782; G.P. SMITH, Reg. 20,142; G.E. LANDE, Reg. 22,222; A.C. ROSE, Reg. 17,047; L.J. BOVASSO, Reg. 24,075; D.J. OLDENKAMP, Reg. 29,421; C. DARROW, Reg. 30,166; M.E. HARRIS, Reg. 26,690; K.A. MACLEAN, Reg. 31,118; C. ROSENBERG, Reg. 31,464; M.E. BROWN, Reg. 28,590; E.F. O'CONNOR, Reg. 25,903; R.F. CARR, Reg. 17,110; A. ROTHEMBERG, Reg. 17,843; R.L. GAUSEWITZ, Reg. 16,960; M.A.

KONDZELLA, Reg. 18,013; A.P. BLOCK, Reg. 35,450; S.R. HANSEN, Reg. 38,486; D.N. LARSON, Reg. 29,401; J.W. INSKEEP, Reg. 33,910; G.F. COTTERELL, Reg. 37,802; H.D. JASTRAM, Reg. 19,777; C.J. LERVICK, Reg. 35,244; C.A.S. HAMRICK, Reg. 22,586; R.O. GUILLOT, Reg. 28,852; J.D. VOELZKE, Reg. 37,957; G.L. FOUNTAIN, Reg. 36,374; J. BOYCE, Reg. 40,920; C. CHOU, Reg. 41,672; A.B. DIEPENBROCK III, Reg. 39,960; M.K. BOSWORTH, Reg. 28,186, OPPENHEIMER WOLFF & DONNELLY LLP, 3373 Hillview Avenue, Suite 200, Palo Alto, California 94304, as my attorneys with full power of substitution and revocation, to prosecute said application and to transact in connection therewith all business in the Patent and Trademark Office and before competent International Authorities.

Address all telephone calls to Claude A.S. Hamrick at (650) 320-4000 and address all correspondence to:



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Wherefore I pray that Letters Patent be granted to me for the invention or discovery described and claimed in the foregoing specification and claims, and I hereby subscribe my name to the foregoing specification and claims, declaration, power of attorney, and this petition.

Full Name of Sole or First Inventor: Edwin E. Klingman

Home Address: 3000 Highway 84, San Gregorio, CA 94074

Post Office Address: Same as above

Citizenship: United States of America

Inventor's Signature: Edwin E. Klingman Date: 3 Nov 1999



Attorney's File No: 54208-35C1

Applicant or Patentee: Edwin E. Klingman

Serial Number: 09/387,938 Filed September 1, 1999

**VERIFIED STATEMENT (DECLARATION) CLAIMING SMALL ENTITY
STATUS (37 CFR 1.9(f) AND 1.27(b)) - INDEPENDENT INVENTOR**

As a below-named inventor, I hereby declare that I qualify as an independent inventor as defined in 37 CFR 1.9(c) for purposes of paying reduced fees reduced fees under section 41(a) and (b) of Title 35, United States Code, to the Patent and Trademark Office with regard to the invention entitled: "**A Table Driven Call Distribution System For Local And Remote Agents**".

described in:

- the specification filed herein
 Application Serial No: 09/387,938
filed: September 1, 1999
 Patent No.: _____
issued: _____

I have not assigned, granted, conveyed or licensed and am under no obligation under contract or law to assign, grant, convey or license, any rights in the invention to any person who could not be classified as an independent inventor under 37 CFR 1.9(c) if that person had made the invention, or any concern which would not qualify as a small business concern under 37 CFR 1.9(d) or a nonprofit organization under 37 CFR 1.9 (e).

Each person, concern or organization to which I have assigned, granted, conveyed or licensed any rights in the invention is listed below:

- no such person, concern or organization
 person, concern or organization listed below*

*NOTE: Separate Verified Statements are required for each named person, concern, or organization having rights to the invention averring to their status as small entities (37 CFR 1.27).

NAME: _____

ADDRESS: _____

() INDIVIDUAL () SMALL BUSINESS () NONPROFIT ORGANIZATION

I acknowledge my duty to file, in this application or patent, notification of any change in status resulting in loss of entitlement to small entity status prior to paying, or at the time of paying, the earliest of the Issue Fee or any Maintenance Fee due after the date on which status as a small entity is no longer appropriate (37 CFR 1.28(b)).



I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful, false statements and the like so made are punishable by fine or imprisonment, or both, under section 1001 of Title 18 of the United States Code, and that such willful, false statements, false statements may jeopardize the validity of the application, any patent issuing thereon, or any patent to which this Verified Statement is directed.

SIGNATURES

Name of Inventor: Edwin E. Klingman

Signature of Inventor: Edwin E. Klingman Date: 3 Nov 1999